



CENTRAL SERVICES SUPERVISOR

Job Code: 4405

EEO Class Code: Para-professional

Union Status: GSA

FLSA Code: Exempt

Salary Grade: o512

NATURE OF WORK

This is varied, responsible administrative and technical work in supervising and coordinating the activities of the City's Central Services Unit. An employee in this classification is responsible for all aspects of the unit including planning, directing, and coordinating the operations of the Central Services Unit activities including, but not limited to, printing/duplication processes, mail distribution, internal charge-back, and transportation pool. Work is subject to general review through conferences, post-audits, personal inspections, and written reports. Supervision is exercised over technical, clerical and other skilled employees within the Unit.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

- Reviews, plans, directs, and supervises the activities of subordinates
- Evaluates staff members' performance
- Delegates responsibilities for performing specific tasks to employees
- Recommends and assists in the hiring, promoting, and disciplining of employees
- Operates or supervises and assists staff in operation of copier system, scales, inserter machine, plate makers, offset printing presses, etc.
- Coordinates cross-training of staff members
- Develops procedures or programs to analyze operational objectives.
- Creates and modifies forms to facilitate operations
- Investigates and facilitates implementation of new procedures
- Implements and maintains policies
- Develops methods to track performance and evaluate costs
- Reviews and verifies internal reports, work tickets, and billing statements
- Reviews, analyzes, and recommends acquisition of equipment
- Maintains sufficient level of operational supplies on hand
- Reviews and authorizes payment of invoices
- Confers with City officials, managers, supervisors, and administrators regarding policies, problems, emergencies, and priority projects
- Coordinates operations with City departments and outside agencies
- Answers telephone/correspondence and resolves customer service issues regarding pending jobs, complaints, etc.
- Prepares Unit budget
- Attends professional seminars and conferences to keep abreast of new procedures and technology
- Performs related work as required

KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of the principles, methods, materials, equipment and practices of the various specialized activities of the Central Services Unit, such as: offset printing/duplicating operations and equipment, mail room distribution methods and equipment, and transportation pool management
- Considerable knowledge of the principles of public personnel administration and City personnel rules, policies and procedures
- Considerable knowledge of supervisory principles and practices.

- Knowledge of the principles and procedures used in budget preparation, justification, monitoring and reporting
- Knowledge of applicable Federal, State, and City laws, rules, regulations, and ordinances pertaining to operations or the ability to acquire such knowledge
- Some knowledge of financial management and basic accounting principles, practices, and procedures and their application to operations
- Some knowledge of inventory control and City procurement and requisitioning procedures
- Ability to express ideas and information clearly and concisely, both verbally and in writing
- Ability to establish and maintain effective working relationships with other employees, supervisors, City and departmental officials, officials of other agencies, and the general public
- Ability to plan, assign, and supervise the work of a staff of subordinate employees in a manner conducive to full performance and high morale
- Ability to delegate authority to subordinates necessary to complete responsibilities in various technical and administrative functions
- Ability to exercise judgment and discretion in implementing and interpreting City rules, regulations, policies, or procedures
- Ability to evaluate operations to determine if planned goals and objectives have been met and recommend alternative courses of action
- Ability to carry out complex verbal and written instructions
- Ability to train employees in their area of assignment
- Some mechanical ability
- Considerable skill in the set-up, operation, and adjustment of printing, mailing, and related equipment

MINIMUM REQUIREMENTS

- Five (5) year's full-time verifiable experience in a document printing/duplication operation including eighteen (18) months supervisory experience

PHYSICAL REQUIREMENTS

- Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact
- Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine
- Significant standing, moving, handling, and sitting
- Some lifting, carrying, bending, kneeling, reaching, pushing, and pulling

SUPERVISION RECEIVED

- Assignments and work duties are described in detail and work is normally performed under limited supervision allowing for considerable latitude in exercising independent judgment in the selection of work methods and procedures
- Job performance is subject to review by administrative superior for achievement of Unit standards, goals, and objectives

SUPERVISION EXERCISED

- Supervises the work activities of technical, clerical, and specialized personnel by planning, assigning and directing detailed duties related to operations, and periodically evaluates employee performance